

Middle East cross Cultural communication

WHAT'S IN A NAME

COL **GHAZI** **BIN** **ABDUL WAHAB** **AL OTEIBI**
(TITLE/**INDIVIDUAL NAME**/SON OF/**FATHER'S NAME**/**TRIBE OR AFFILIATION**)

- REFER BY TITLE AND FIRST NAME
FIRST NAME IS INDIVIDUAL DISTINCTION

MRS SAHAR **BINT** **ISA** **AL SHAMAR**
(TITLE/**IND NAME**/DAUGHTER OF/**FATHER'S NAME**/**TRIBE OR AFFILIATION**)

- REFER BY TITLE AND FIRST NAME
FIRST NAME IS INDIVIDUAL DISTINCTION
- PEOPLE ARE WHAT THEY ARE BY BLOOD OR MILK
WOMEN DO NOT CHANGE TRIBAL AFFILIATION

ABU **DAOUD** (FATHER OF ELDEST SON/CHILD)

UMM **DAOUD** (MOTHER OF ELDEST SON/CHILD)

- VERY PERSONAL
- CHILDREN ADD STATUS

ROLES IN SOCIETY

**PATRIARCHAL - MEN IN CHARGE IN PUBLIC
WOMEN IN CHARGE IN PRIVATE**

MEN MUST PROTECT WOMEN

WOMEN CARRY HONOR OF FAMILY

SON/MOTHER BOND

WOMEN WALK BEHIND MEN - SUBMISSIVE OR PROTECTION?

HASAB

ONE INHERITS ALL TRAITS OF FAMILY (PARENTS)

DON'T SHARE NEGATIVES ABOUT YOUR FAMILY

(E.G. IF FATHER AN ALCOHOLIC ASSUMED YOU ARE ONE)

ACCENTUATE THE POSITIVE

SOCIAL NORMS

HIERARCHY

RANK/TITLES

RESPECT FOR ELDERS - AGE = WISDOM

BODY LANGUAGE

HAND SHAKING

SAME SEX IS OK

OPPOSITE SEX - LET WOMAN OFFER HAND

TOUCHING

SAME SEX HOLDING HANDS

GREETING KISS

PERSONAL SPACE

WILL STAND CLOSE

WILL LOOK DIRECT INTO EYES

DON'T LIKE TO SEE PEOPLE ALONE

TIME IS RELATIVE

IN SHA ALLAH/BUKRA/MA LESH

MURUAH

MANLINESS, TOUGHNESS, MACHISMO

FOUR MAIN VALUES

- **GOD AND RELIGION ARE ASSUMED**
- **BASED ON CULTURE OF THE DESERT - TO SURVIVE**
- **EXPECTED VALUES (ESPECIALLY MALES)**
- **GUIDE AND DRIVE BEHAVIOR AND SOCIAL INTERACTION**

LOYALTY

- **TO FAMILY AND ASSOCIATIVE GROUPS**
- **HIERARCHY OF LOYALTY - FAMILY, CLAN/TRIBE, REGION, NATION, ARABS LIKE US, ARABS UNLIKE US, MUSLIMS LIKE US, MUSLIMS UNLIKE US**
- **BEHAVIOR REFLECTS ON THE INDIVIDUAL AND HIS GROUP(S)**
- **GROUPS REACH CONSENSUS (IJMA) BY CONSULTATION (SHURA)**
- **PROTECT THE GROUP**
- **DON'T CRITICIZE OWN GROUP OR ITS MEMBERS**

MURUAH CONT.

GENEROSITY

- A RULE OF THE DESERT - 3 DAYS OF HOSPITALITY, EVEN STRANGERS
- A MAN'S GENEROSITY EQUATES TO HIS MANHOOD
 - ♦ A BIG MAN IS GENEROUS; A STINGY MAN IS NOT A MAN
- CARE ABOUT COMMUNITY
- SHARE WEALTH (DON'T DO PHYSICAL LABOR)
- NEVER TURN SOMETHING OFFERED DOWN
 - ♦ CAN ASK FOR SOMETHING ELSE INSTEAD (JUICE VS COFFEE)
- THE POLITE REFUSAL - 3 TIMES AND THEN ACCEPT
- ACCEPTING INDICATES WILLINGNESS TO BE IN DEBT TO PERSON
- DON'T ASK "DO YOU WANT..." ASK "WHAT WANT"
- PROVIDE GIFTS OF NO INTRINSIC VALUE - THE GIVER IS MORE IMPORTANT THAN THE GIFT

GENEROSITY IS A PILLAR OF ISLAM - ZAKAT

MURUAH CONT.

AVOIDANCE OF SHAME

- ENFORCE AND MODIFY BEHAVIOR THROUGH GROUP PRESSURE
WESTERN COUNTRIES USE INDIVIDUAL GUILT
- AVOID SHAME ON THEMSELVES, THEIR GROUP(S) AND YOU
- NEVER DIRECTLY CRITICIZE SOMEONE OR SHAME THEM
(EVEN IN OWN GROUP - LOYALTY)
- BE CAREFUL ABOUT PRAISE IN PUBLIC TOO - INDIVIDUAL MAY NOT
WANT TO BE SINGLED OUT
- AVOID “YES/NO” QUESTIONS; ASK FOR OPINION
- DON'T LIKE TO SAY NO - AVOID SHAMING YOU
- AFFIXING PERSONAL BLAME - LANGUAGE USE IS REFLEXIVE

MURUAH CONT.

SENSITIVITY TO LANGUAGE

- **LANGUAGE IS FOR MORE THAN JUST EFFECTIVE COMMUNICATION**
- **SPEAK MORE AS CAME TO PRINT LATE**
- **ELOQUENCE IMPORTANCE**
- **GREETINGS ARE IMPORTANT - GREET EVERYONE**
- **WILL COME TO POINT LATER - CHAT FIRST**
- **ORAL HISTORY, RECITATION OF POETRY WERE SKILLS**

ART OF CONVERSATION

CONVERSATION IS KEY TO ESTABLISHING RELATIONSHIP

- **USE THE GIFT OF GAB - OFFER INFORMATION**
- **SOCIAL INTERACTION FIRST, THEN GET DOWN TO BUSINESS**
- **CONVERSATIONAL SPACE - CLOSE**
- **LISTEN CAREFULLY/ATTENTIVELY - DEMONSTRATE PATIENCE**
- **ASK QUESTIONS, SEEK INFORMATION**

CONVERSATIONAL GUIDES

- **MONOSYLLABIC ANSWERS ARE RUDE**
- **BLESS CHILDREN - ENVY SEEN AS CAUSING EVIL EYE**
- **ASK ABOUT "THE FAMILY" INSTEAD OF "WIFE AND DAUGHTERS"**
- **ON CONTROVERSIAL SUBJECTS, LIKE POLITICS AND RELIGION, SEEK INFORMATION NOT AN ARGUMENT**
- **REMEMBER LOYALTY TO GROUP AND ACCENTUATE POSITIVE TRAITS**
- **DO NOT BECOME ANGRY**

THE ART OF TRAINING

TIPS FOR TRAINING/TEACHING

- **TEACHER NOT STUDENT RESPONSIBLE FOR THE LEARNING**
- **ROTE LEARNING OR MEMORIZATION IS THE HISTORICAL NORM**
- **WATCH USE OF SLANG AND ACRONYMS**
- **DO NOT ASSUME BASIC KNOWLEDGE EXISTS**
- **DO NOT CRITICIZE A STUDENT'S PERFORMANCE BEFORE GROUP**
- **QUESTIONS - MAY NOT ANSWER, LOSS OF FACE FOR STUDENT AND TEACHER**
- **INDIVIDUAL PERFORMANCE VS GROUP LOYALTY AND PERFORMANCE**
 - **SHARE INFORMATION, EVEN DURING EXAMS**
- **THE WASTA OR FACILITATOR - SEMI-OFFICIAL REPRESENTATIVE OF THE GROUP**

ISLAM

ISLAMIC BELIEFS

- ◆ **One God (Monotheistic)**
- ◆ **Prophets and Messengers**
- ◆ **Revealed Books of God**
- ◆ **Salvation**
- ◆ **Life Hereafter**

ISLAM

SUBMIT TO THE WILL OF GOD

- ◆ **ISLAM is a religion and proscribes a way of life**
- ◆ **Reflects character and times of Prophet Mohammed**
 - Reveled word of God
 - Codifies tribal traditions
 - Male responsible for all of family
 - Mohammed was just a man - “Sunna” He was role model
 - Female role models - Hagar and Khadija (his wife)
- ◆ **Ideal - individuals, governments, societies should all reflect the will of Allah**

ISLAM

PILLARS OF FAITH

1. SHAHADA - Profession of faith

“There is no God but God and Mohammed is the messenger of God”

2. SALAT - Prayer

5 times daily - dawn, noon, afternoon,
sunset, night

Facing Mecca

3. HAJJ - Pilgrimage to Mecca

Once in a lifetime if able

During month of Dhu' l-Hijja (last month)

ISLAM

PILLARS OF FAITH

4. **ZAKAT - Giving alms to help the needy**

Stewards of God's wealth (be generous)

Give money or food

Especially during holidays

5. **Sawm - Fasting**

Done during month of Ramadan

**No eating, drinking, smoking, sex
between dawn and sunset**

LIVING THERE

ENTERTAINING

(Personal not Representational)

What to expect - Time and Guests

Generally eat later

Normally arrive late (time is relative)

May bring others; may not bring wife

Food, Food and more Food

Not fancy, but plentiful

“Share your wealth”

Remember dietary prohibitions

Coffee normally signals the end